(O = Open, still under discussion / D = Disagreed)

Item	CCP Section	Stat us Page	CLEC Position	BellSouth Position	Staff Recommendation
	ns – Relcase - Producti on				
46	11.0 – Terms & Definitio ns- Release Capacity Measure ment	D 104	This is Item 43 in the format of a terminology definition. See Item 43 and its other related Items. This definition will be changed to reflect the Commission's decisions on the underlying Items.	This issue in dispute is related to Item Nos. 11, 18, 19, 20, and 40a and concerns the information to be provided in connection with CLEC prioritization efforts. BellSouth is committed to providing complete and timely information to assist the CLECs, which BellSouth's proposal would do.	Same as Item 11.
47	Appendi x D	O 109 - 110	This item is still under negotiation between the CLECs and BellSouth and is not being presented to the GA PSC for a decision.	This issue is still under discussion by BellSouth and the CLECs.	
48	Appendi x I-A & I-B	D 117 - 118	The CLEC's proposed format is consistent with Appendix 1 and will allow for direct evaluation of the process and the development of improvement plans. The BellSouth proposed format will not provide these capabilities. The BellSouth proposed format however does provide valuable information and should be approved as a supplemental format.	This issue in dispute is related to Item Nos. 11, 18, 19, 20, 40a, and 46 and concerns the information to be provided in connection with CLEC prioritization efforts. BellSouth is committed to providing complete and timely information to assist the CLECs, which BellSouth's proposal would do.	Same as Item 11.
49	11:0 – Terms & Conditio	D 101	This is Item 9 in the form of a terminology definition. See Item 9 above for the full details of the CLECs' support for	This issue in dispute is related to Item Nos. 8a and 35 concerns the need to clarify a Type 6 Change Request as a true software defect, which would allow BellSouth	Same as Item 8 and 9.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month	• Not Applicable
• Legacy Contract	
• Response Interval	
• Regional Scope	

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loops	Benchmark
	• 95% in 1 Minute

SEEM Measure

SEEM Measure		
	Tier I	X
Yes	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loop	
	• 95% in 1 Minute

CCP Document
Matrix of Disagreed Items

(O = Open, still under discussion / D = Disagreed)

Item	CCP Section	Stat us Page	CLEC Position	BellSouth Position	Staff Recommendation
	ns – Defect Definitio n		their proposed language.	to shorten the intervals applicable to implementing such Change Requests. The current definition of a Type 6 Change Request does not accurately define a software defect because it includes an oversight in documenting functionality. BellSouth's proposal to clarify this definition to include only true software defects would allow BellSouth to shorten the intervals applicable to implementing Type 6 Change Requests, as the CLECs have requested. Absent this clarification, errors in documenting functionality are considered a Type 6 Change Request, which requires work analogous to adding a new feature to fix and which cannot be accomplished in a shorter amount of time.	

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PO-2: Loop Make Up - Response Time - Electronic

Definition

This report measures the average interval and the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually submitted inquiries
- Designated Holidays are excluded from the interval calculation
- Canceled Requests
- Scheduled OSS Maintenance

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, LENS, TAG or RoboTAG. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via LENS, TAG or RoboTAG Interfaces.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

- a = Date and Time LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c ÷ d)

- c = Sum of all response intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e ÷ f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for electronic LMUs:
  - 0 - 1 minute
  - >1 - 5 minutes
  - 0 - 5 minutes
  - >5 - 8 minutes
  - >8 - 15 minutes
  - >15 minutes
- Average Interval in minutes

BST Revised 7/16/02

Appendix I-A: Reporting Pre-Release Estimated Capacity Forecasting Used for Capacity Planning Only

Effective with 2003 Release Schedule
Updated Quarterly after Prioritization Meetings

Annual Estimated Release Capacity Forecast										
	Release	Release	Release	Release	Release	Release	Release	Release	Release	Release
[1]Release Purpose										
Planned Date										
[2]Total Estimated Capacity per release (Units)										
Categories	Units	Units	Units	Units	Units	Units	Units	Units	Units	Units
Maintenance see note : c										
PSN Mandate see note : c										

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[1] Defines the type release: maintenance, industry, CLEC production or BST production
[2] Depicts the total estimated capacity available for this release prior to assignment of any features. The total estimated capacity for each planned release for the year will be provided annually.

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- Interval for manual LMUs:

0 - 1 day

>1 - 2 days

>2 - 3 days

0 < 3 days

>3 - 6 days

>6 - 10 days

> 10 days

- Average Interval in days

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of Inquiries • SI Intervals • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loops	Benchmark • 95% in 3 Business Days

SEEM Measure

SEEM Measure		
	Tier I	X
Yes	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loops	Benchmark • 95% in 3 Business Days

CCP Document
Matrix of Disagreed Items

(O = Open, still under discussion / D = Disagreed)

Regulatory (Type 2) see note: a										
Defects (Type 6) see note: c										
Industry (Type 3) see note: b										
BellSouth (Type 4) see note: a										
CLEC (Type 5) see note: a										
Total see note: d										

Notes:

a. Estimated release capacity for the Type 2s (flow-through), 4s and 5s fields will be summed from the individual feature sizing information provided in appendix H. Implementation of any specific feature is not firm until delivery of the release package for a specific release.

b. Estimated release capacity for Type 3 (ELMSx) field will be assigned on a release level.

c. PSN (i.e., NPA splits) mandates, Type 6s and maintenance features are intended for implementation within maintenance releases based on mandated dates, defect intervals and maintenance intervals respectively. Estimated release capacity for these work activities cannot be provided in advance by separate category due to the normal short duration from identification of need to implementation. These are implemented only on an as needed basis.

d. For production releases, this represents the summing of the features (flow through, BST initiated and CLEC initiated) that have a corresponding appendix H Form. It would not reflect other features such as mandates that may by ordered and will require capacity from the release resulting in a downward adjustment to this total. For maintenance and industry releases, it should equal the total estimated capacity per release (units).

PO-1: Loop Makeup - Response Time – Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Inquiries, which are submitted electronically
- Designated Holidays are excluded from the interval calculation
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation
- Canceled Inquiries

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via mail or FAX to BellSouth's Complex Resale Support Group (CRSG).

This measurement combines three intervals:

1. From receipt of the Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date.
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

Calculation

Response Interval = (a - b)

- a = Date and Time LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c ÷ d)

- c = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e ÷ f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region

CCP Document
Matrix of Disagreed Items

(O = Open, still under discussion / D = Disagreed)

Legacy System Access Times for M&R

System	BellSouth & CLEC	Count				
		≤ 4	$> 4 \leq 10$	≤ 10	> 10	> 30
CRIS	x	x	x	x	x	x
DLETH	x	x	x	x	x	x
DLR	x	x	x	x	x	x
LMOS	x	x	x	x	x	x
LMOSupd	x	x	x	x	x	x
LNP	x	x	x	x	x	x
MARCH	x	x	x	x	x	x
OSPCM	x	x	x	x	x	x
Predictor	x	x	x	x	x	x
SOCS	x	x	x	x	x	x
NIW	x	x	x	x	x	x

SEEM Measure

	SEEM Measure	
	Tier I	
No	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

BellSouth Service Quality Measurement Plan (SQM)

Georgia Performance Metrics

Measurement Descriptions
Version 1.01

Issue Date: April 6, 2001

This version of the Georgia SQM reflects the Order in GA Docket 7892-U. Some of the measures, business rules, disaggregations and/or exclusions are under development and will be reflected in the monthly reports in the near future. The other Georgia SQM posted on this site will be removed at that time.

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

Exclusions

None

Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the response has been transmitted through that same point to the requester

Note: The OSS Response Interval BellSouth Total Report is a combination of BellSouth Residence and Business Total.

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (c ÷ d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where "X" is ≤ 4, $> 4 \leq 10$, ≥ 10, or > 30 seconds.

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• CLEC Transaction Intervals	• BellSouth Business and Residential Transactions Intervals

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level	• Parity

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's customers both wholesale and retail. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)1 and its Retail Customers. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket L-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. **This version of the SQM reflects the Order of the Georgia Public Service Commission in Docket 7892-U dated January 12, 2001.**

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements are also changed to reflect changes in systems, correct errors, and respond to both 3rd Party audit requirements and the Georgia PSC.

This document is intended for use by someone with knowledge of telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them.

Once it is approved, the most current copy of this document can be found on the web at URL: https://pmap.bellsouth.com in the Help folder.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (https://www.pmap.bellsouth.com) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. Final validated SQM reports will be posted by 8:00 A.M. on the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. Preliminary SEEM reports will be posted on the same day as the SQM validated reports. Validated SEEM reports will posted on the 15th of the following month. Payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated SQM reports and preliminary SEEM reports will be posted on the last day of June. Final validated SEEM reports will be posted and payments mailed on July 15th.

Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.

OSS Interface Availability

OSS Interface	% Availability
BST TAFI	• >= 99.5%
CLEC TAFI	>= 99.5%
CLEC ECTA	>= 99.5%
BST & CLEC	>= 99.5%
CRIS	>= 99.5%
EMOS HOST	>= 99.5%
LNP	>= 99.5%
MARCH	>= 99.5%
OSPCM	>= 99.5%
PREDICTOR	>= 99.5%
SOCS	>= 99.5%

SEEM Measure

		SEEM Measure
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level, Per OSS Interface	• >= 99.5%

OSS Interface	% Availability
CLEC TAFI	>= 99.5%
CLEC ECTA	>= 99.5%

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Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site. The Georgia Public Service Commission (GPSC) will be given access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the GPSC as soon as possible after the last day of each month

Interface Availability (Pre-Ordering)

- OSS Interface Availability
- Percent of Availability

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Availability of CLEC TAFI	• Availability of BellSouth TAFI
• Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM	• Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
• BCITS	

SQM Disaggregation - Analog/Benchmark

SQM Level Disaggregation	SQM Analog/Benchmark
Regional Level, Per OSS Interface	>= 99.5%

Contents

OSS-3: OSS Interface Availability (Maintenance & Repair)

Definition

... application is functionally available compared to its scheduled availability. Calculations are based upon availability of ... and interfacing applications utilized by CLEC for maintenance and repair. Availability percentages for systems utilized ... for applications accessed by their agents and "Functional Availability" is defined as the cumulative total number of ... at ... interface in the reporting period that application/interface components (e.g. mid-range servers, mainframe ... available to users. "Scheduled Availability" ... defined as the cumulative total number of hours per application/interface ... period that application/interface components are scheduled to be available.

... availability is posted on its Interconnection website (www.interconnection.bellsouth.com/oss/oss_hour.html)

... system reports will be made available upon request.

Exclusions

* ... CLEC impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles ... equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
  * Degraded service outages. These outages are defined as:
    A ... function that is normally performed by the CLEC or is normally provided by an application or system is available to the CLEC, but with significantly reduced response or processing time.

Business Rules

* ... captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same ... Both full and loss of functionality outages are included in the calculation of this measure.
* Full outages are defined as occurrences of either of the following:
  * The application or system is down or totally inoperative.
  * The application or system is inaccessible by customers attempting to access the application or system. This includes transport outages when they may be directly associated with a specific application.

Loss of functionality outages are defined as
  * A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

... comparison to an internal benchmark provides a vehicle for determining whether or not CLEC's and retail BellSouth ... are given comparable opportunities for use of maintenance and repair systems.

Calculation

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Availability - Per OSS Interface	• >= 99.5%

OSS Interface	Applicable to	% Availability
EDI	CLEC	• >= 99.5%
XC	CLEC	>= 99.5%
LENS	CLEC	>= 99.5%
TAG	CLEC	>= 99.5%
LESOG	CLEC	>= 99.5%
ENP Gateway	CLEC	>= 99.5%
ATLO	CLEC	>= 99.5%
COG	CLEC	>= 99.5%
SOG	CLEC	>= 99.5%
SONM	CLEC	>= 99.5%

New Measures:
B-9: Percent Daily Usage Feed Errors Corrected in X Business Days
B-10: Percent Billing Errors Corrected in X Days
P-13 (b):
P-13 (c):
P-13 (d): to be inserted
P-15: Premature Disconnect
CM-6: Percent Software Errors Corrected in X Days
CM-7: Percent Change Requests Accepted or Rejected Within Ten Days
CM-8: Percent Change Requests Rejected
SA-1 through SA-10
O-16: Ordering Trouble Ticket Response in X Days

Interface Availability (Pre-Ordering/Ordering) = a / b X 100

- a = Actual Availability
- b = Scheduled Availability

Report Structure

- CLEC Aggregate Specific
- CLEC Aggregate Service specific
- Region and State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month	• Report Month
• Legacy Interface Type (per reporting dimension)	• Legacy Contract Type
• Regional Scope	• Regional Scope
• Hours of Downtime	

SQM Disaggregation - Analog/Benchmark

SQM Level Disaggregation	SQM Analog/Benchmark
Regional Level Per OSS Interface	>= 99.5%

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	• >= 99.5%
LAC	CLEC	>= 99.5%
LENS	CLEC	>= 99.5%
LEO	CLEC	>= 99.5%
LESOG	CLEC	>= 99.5%
LNP Gateway	CLEC	>= 99.5%
LAUTO	CLEC	>= 99.5%
VOC	CLEC	>= 99.5%
SOG	CLEC	>= 99.5%
DOM	CLEC	>= 99.5%
DOE	CLEC/BellSouth	>= 99.5%
SONGS	CLEC/BellSouth	>= 99.5%
ATLAS/COFFI	CLEC/BellSouth	>= 99.5%
BOCRIS	CLEC/BellSouth	>= 99.5%
DSAP	CLEC/BellSouth	>= 99.5%
RSAG	CLEC/BellSouth	>= 99.5%
SOCS	CLEC/BellSouth	>= 99.5%
RNS	CLEC/BellSouth	>= 99.5%
LEAGS	CLEC/BellSouth	>= 99.5%

SEEM Measure

Section 1 S ... 1 Operations Support Systems (OSS)

OSS-1: Average Response Time and Response Interval (Pre-Ordering/ Ordering)

Definition

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions

None

Business Rules

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received~~turned~~ by ~~to~~ the client application. The number of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the number of accesses which take more than 6 seconds, and the number which are less than or equal to 6.3 seconds are also captured.

BellSouth will not schedule maintenance during the hours of x and y.

Calculation

Response Time = (a - b)

*   a = Date & Time of Legacy Response
*   b = Date & Time of Legacy Request

Average Response Time = c ÷ d

*   c = Sum of Response Times
*   d = Number of Legacy Requests During the Reporting Period

Report Structure

*   Not CLEC Specific
*   Not product/service specific
*   Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month	• Report Month
• Legacy Contract (per reporting dimension)	• Legacy Contract (per reporting dimension)
• Response Interval	• Response Interval
• Regional Scope	• Regional Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• RSAG – Address (Regional Street Address Guide-Address) – stores street address information used to validate customer	• Parity + 2 seconds

OSS-2: OSS Interface Availability (Pre-Ordering/Ordering)

Definition

This measure captures the degree to which applications are functionally available as compared to its scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for pre-ordering and ordering. Availability percentages for systems used by BellSouth and for applications accessed by them are captured. "Functional Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that application/interface components (e.g. mid-range servers, gateways, etc.) are available to users. "Scheduled Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that application/interface components are scheduled to be available.

Scheduled Availability is posted on the Interconnection web site (www.interconnection.bellsouth.com/oss/oss_hour.html)

Supporting data for this measurement will be made available upon request.

Exclusions

- CLEC impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Degraded service outages. These outages are defined as:
- A critical function that is normally performed by the CLEC or is normally provided by an application or system is available to the CLEC but with significantly reduced response or processing time.

Business Rules

- This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and loss of functionality outages are included in the calculation of this measure.
- Full outages are defined as occurrences of either of the following:
  - The application or system is down or totally inoperative
  - The application or system is inaccessible by customers attempting to access the application or system. This includes transport outages when they may be directly associated with a specific application.
- Loss of functionality outages are defined as:
  - A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.
- Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth are being given comparable opportunities for use of pre-ordering and ordering systems.

Calculation

addresses. CLECs and BellSouth query this legacy system.

- **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system.
- **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system.
- **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system.
- **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system.
- **CRIS (Customer Record Information System) – Source of CRS (Customer Service Record Information). Contains information about individual customers including listings, addresses, features, services, etc. CLECS and BellSouth can query for CSR information,.** ~~HAL/CRIS (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BellSouth servers, including LENS, access to legacy systems. CLECs query this legacy system.~~
- **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.
- **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
DSAP	DSAP	Schedule	X	X	X	X	X
CRIS	CRSACCTS	CSR	X	X	X	X	X
OASIS	OASISCAR	Feature/Service	X	X	X	X	X
OASIS	OASISLPC	Feature/Service	X	X	X	X	X
OASIS	OASISMTN	Feature/Service	X	X	X	X	X
OASIS	OASISBIG	Feature/Service	X	X	X	X	X

Table 1: Legacy System Access Times For ROS

System	Contract	Data	< 2.3 sec.	> 6 sec.	6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
DSAP	DSAP	Schedule	X	X	X	X	X
CRIS	CRSOCSR	CSR	X	X	X	X	X
OASIS	OASISBIG	Feature/Service	X	X	X	X	X

information. CLECs and BellSouth query this legacy system.
- **CRIS** (Customer Record Information System) -- Source of CRS (Customer Service Record Information). Contains information about individual customers including listings, addresses, features, services, etc. CLECS and BellSouth can query for CSR information. HAL/CRIS (Hands-Off Assignment Logic/Customer Record Information System) -- a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BellSouth servers, including LENS, access to legacy systems. CLECs query this legacy system.
- **P/SIMS** (Product/Services Inventory Management system) -- provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.
- **OASIS** (Obtain Available Services Information Systems) -- Information on feature and rate availability. BellSouth queries this legacy system.

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
ATLAS	RNS,ROS	TAG, LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
HAL/CRIS		LENS
CRSECSRL		TAG
CRSECSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB		LENS

Table 1: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CSRHAL	CRSECSRHAL/C~~RIS~~	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 1: Legacy System Access Times For TAG

System	Contract	Data	< 2.3 sec.	> 6 sec.	6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x
ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
TAGC~~RIS~~	TAG-CSR~~CRSECSRL~~	CSR	x	x	x	x	x
TAGC~~RIS~~	TAG-CSR~~CRSECSR~~	CSR	x	x	x	x	x

SEEM Measure

SEEM Measure		
	Tier I	
Yes	Tier II	X
	Tier III	

Note: CLEC specific data is not available in this measure. Queries of this sort do not have company specific signatures.

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date	• Percent Response Received within 6.3 seconds: > 95% • Parity + 2 seconds